

# **Frequently Asked Questions**

## Color Keys:

**Black – general questions**

**Green – Visitor Services info**

**Red – Lodging info**

**Blue – Restaurant info**

**Orange – Restrooms info**

## **Where is Nantucket?**

Nantucket is an island located about 30 miles south of Cape Cod, Massachusetts.

## **How do you get to Nantucket?**

By ferry boat or airplane...There is no bridge.

## **Where is Visitor Services?**

Our main office is located at 25 Federal Street. Federal Street runs between Main Street and Broad Streets. Visitor Services is located nearer Broad Street. We have a satellite kiosk located on Straight Wharf between the Gazebo and the Hy-Line dock.

## **What is Visitor Services?**

Officially our name is the Nantucket Visitor Services and Information Bureau. We are the information bureau and also a department of the Town of Nantucket. The office maintains a daily list of room availability, open restaurants, menus, maps, tour info, boat schedules, flyers and other pamphlets helpful for your stay on Nantucket.

## **Is Visitor Services open year round?**

Yes. The main office is open 7 days a week in season and closed on Sundays in the winter. The Straight Wharf kiosk is open during the summer season.

## **How can I find lodging on the island?**

With the help of the Nantucket Lodging Association, Visitor Services maintains a daily list of lodging availability. Each morning and throughout the day, members of the Nantucket Lodging Association call in to list all their available rooms.

## **I am coming to Nantucket today or tomorrow and have not made room reservations can I call Visitor Services to find a room?**

Of Course! We will tell you who has availability and give you their phone number. You can also download a list from our website.

## **I have arrived by ferry or airplane, but do not have a room reservation, what should I do?**

Come on down to 25 Federal Street. We can help you find a room. We will review our daily room list and make a telephone call. You can talk to the innkeeper and usually in 5 minutes or less you are on your way to that hotel or B&B.

## **I would like to come for a holiday weekend or for a particular festival in a few weeks or months, does Visitor Services know who has room availability at that time?**

Yes. In addition to the daily room list, we also track event and holiday listings just in case you wanted to make plans in advance. These lists are available over the phone or posted on our website.

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**I want to stay for one night. Every place I call wants a 2 or 3 night minimum, but they all tell me to call Visitor Services...Why?**

We know who has 1 Night availability during the season. Many lodging establishments have gaps in their reservations. When they book the 2-3 night reservations, chances are not all reservations overlap. The inns will inform us that they have these 1 night gaps. You can either call us at 508-228-0925 or check our website.

**If Visitor Services is closed how can I find a room?**

We post a daily room list outside our front door. It is also posted on our website.

**Does Visitor Services make room reservations?**

No. We are a listing service. We will give you the name and telephone numbers. You can then call the lodging establishment directly to reserve your room.

**Can Visitor Services recommend or rate any lodging establishment over another?**

No. We work with only NLA members. But you can always tell us what you are looking for and we will try to steer you in the right direction.

**I would like to find information of restaurants. Do you have any restaurant info or menus?**

Yes. We keep track of restaurants all year round. A book or menus is always available to look at in the office.

**Do all the restaurants stay open year round?**

No. Many close for the winter. But, there are always restaurants open in the off-season. Between Labor Day and June 1, we keep track of open restaurants on a week to week basis.

**Can I get a list of open restaurants in the off-season?**

Yes. A weekly list is available to take from the office or on the website.

**I want to make dining reservations for Easter, Thanksgiving or Christmas dinner, how can I find out who is open?**

Depending on the time of year, we also keep special holiday/ event lists of restaurants.

**Do you have menus to take?**

Yes. Our office has a book of menus to browse as well as several publications that provide general menus of many of the restaurants. They are available to take.

**Can Visitor Services make restaurant reservations or recommendations?**

No, we don't make reservations. However, if you tell us what you are in the mood for, we can suggest the right kind of restaurant.

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**Does Visitor Services have public restrooms?**

Yes, the public restrooms are located behind the main office and are open year round. We also operate the restrooms in ‘Sconset at the intersection of New and Shell streets. They are open daily from late April to Columbus Day.

**Are there other public restrooms on the Nantucket?**

Yes: Some restroom facilities are seasonal or are available during building business hours...

At the end of Straight Wharf

Greenhound Bus Terminal - 10 Washington Street

The Town Pier - 34 Washington Street

Jetties Beach

Surfside Beach

‘Sconset - Folger’s Court at New and Shell Streets

**How does Visitor Services get its annual budget?**

Our budget is derived entirely through the local room tax of 4% charged to guests staying overnight in licensed lodging establishments with more than 3 rooms. These lodging establishments make up the Nantucket Lodging Association. Of that 4% tax, 30% is directed towards Visitor Services.

**What is the Nantucket Lodging Association?**

It is a group of lodging establishments (B&Bs, inns and hotels) that are licensed to operate with three or more rooms. In order to be a member of the NLA, they must pay annual dues to the group and must be a member of the Chamber of Commerce.

**How many people live on Nantucket?**

The island has a year round population of around 11,000. In July and August the population swells to around 50,000 or more.

**Where are the best beaches?**

Nantucket has more than 50 miles of white sandy beaches. No one beach is better than the rest. One beach might be perfect one day and then could be completely different the next day depending on the wind and the tides. If you are looking for calm waters, try the North shore. If you like waves, head out to the South or East shores.

**Do I need car on Nantucket?**

Depending on the circumstances, if you are here during the summer months, most likely you do not need a car. Most lodging establishments and homes are located in the main Town. Walking across the downtown area takes between 5-10 minutes. There is an extensive shuttle bus system that operates from late May to early October. There are bike, moped and car rentals available. If you feel that you need to bring a car, please call the Steamship Authority car ferry 1-508-477-8600 to make reservations.

**Will I find the information that I am looking for if I walk into or call your office?**

“Come in with a question. Walk out with a smile”...“One call does it all.” Either way, we will do our best to help you.